

# Tenant Satisfaction Measures 2025/26

**The Tenant Satisfaction Measures were introduced by the Regulator of Social Housing in April 2023.** They are 22 different measures that help us to understand how well we are performing in areas such as health & safety, fixing repairs, engaging with our residents, neighbourhood management and responding to feedback.

To find out more about the **Tenant Satisfaction Measures** scan the **QR code**



## Management Information for Waythrough 2025-26

Number of stage one complaints received per 1,000 homes **25**

Number of stage two complaints received per 1,000 homes **2**

Proportion of stage one complaints responded to within the Housing Ombudsman's Complaints Handling Code timescales **93%**

Proportion of stage two complaints responded to within the Housing Ombudsman's Complaints Handling Code timescales **0%**

Number of anti-social behaviour cases, opened per 1,000 homes **142**

Number of anti-social behaviour cases that involve hate incidents, opened per 1,000 homes **0**

Proportion of homes that do not meet the Decent Homes Standard **1%**

Proportion of non-emergency responsive repairs completed within the target timescales **94% \***

Proportion of emergency responsive repairs completed within the target timescales **97% \***

Proportion of homes for which all required gas safety checks have been carried out **100%**

Proportion of homes for which all required fire risk assessments have been carried out **99%**

Proportion of homes for which all required asbestos safety checks have been carried out **91%**

Proportion of homes for which all required water safety checks have been carried out **89%**

Proportion of homes for which all required lift safety checks have been carried out **100%**

\* Our non-emergency repairs targets are: 5 working days urgent, 10 working days non-urgent, 6 weeks routine. Our emergency repairs target is 24 hours



## Tenant Perception 2025-26

|                                                                                                                                                                               |            |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| Proportion of respondents who report that they are satisfied with the <b>overall service</b>                                                                                  | <b>91%</b> |
| Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the <b>overall repairs service</b>                         | <b>91%</b> |
| Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the <b>time taken to complete their most recent repair</b> | <b>88%</b> |
| Proportion of respondents who report that they are satisfied that their <b>home is well maintained</b>                                                                        | <b>91%</b> |
| Proportion of respondents who report that they are satisfied that their <b>home is safe</b>                                                                                   | <b>92%</b> |
| Proportion of respondents who report that they are satisfied that their landlord <b>listens to tenant views and acts upon them</b>                                            | <b>89%</b> |
| Proportion of respondents who report that they are satisfied that their landlord <b>keeps them informed about things that matter to them</b>                                  | <b>90%</b> |
| Proportion of respondents who report that they agree their landlord <b>treats them fairly and with respect</b>                                                                | <b>92%</b> |
| Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's <b>approach to complaints handling</b>                  | <b>69%</b> |
| Proportion of respondents with communal areas who report that they are satisfied that their landlord <b>keeps communal areas clean and well maintained</b>                    | <b>87%</b> |
| Proportion of respondents who report that they are satisfied that their landlord <b>makes a positive contribution to the neighbourhood</b>                                    | <b>66%</b> |
| Proportion of respondents who report that they are satisfied with their landlord's <b>approach to handling anti-social behaviour</b>                                          | <b>79%</b> |

## Tenant Perception 2025-26<sub>cont...</sub>

To make it as easy as possible to complete the survey we communicated a range of ways to do this. Tenants could complete the survey via telephone with one of our team members, face to face with staff or via an online form.

We gave all our 477 tenants the opportunity to complete the survey in March 2026 with 252 people providing a response – a 53% return rate.

We have shared the results of the Tenant Satisfaction Measures with our Board of Directors and in response to what respondents have told us we are taking several actions to continue to develop our services, including:

- **Improving repairs** by fixing problems more quickly, reducing repeat visits, and continuing to tackle damp and mould.
- **Working closely with our contractors** to make sure repairs are completed to a good standard.
- **Making communication clearer** so you know what's happening, understand our decisions, and receive updates when you need them.
- **Helping residents have their say** by making it easier to get involved and share feedback.
- **Improving safety and addressing anti-social behaviour (ASB)** where tenants have raised concerns.
- **Making support clearer and more consistent** so you know who to contact and what help is available.
- **Learning from feedback and complaints** to improve services and prevent the same issues happening again.
- **Checking our progress regularly** to make sure the changes we make are leading to better experiences for tenants.

We would like to take this opportunity to thank everyone who submitted a response.

**We provide housing management and tenancy  
sustainment services to help you live independently.**

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